

Foundation Knowledge

www.foundationknowledge.com

A Web-based Knowledge Management & Distance-Learning Portal for Facilities Professionals

A Workshop



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May 24, 2000

Agenda

- **Introduction**
- **Demonstration**
- **Site Evolution**
 - **Migration to Web-Based Instruction**
- **Portal Design**
 - **Features (Home, Library, Briefings, KM Center, Business Lines)**
 - **Critical Content**
- **The Portal as a tool for Business Process Evolution**
- **The Future**
- **Feedback & Summary**

Introduction

- **Why create a Foundation
Knowledge (Management) Web
Portal?**

Assumptions

- **There is a wide disparity in the range of “knowledge literacy.” That knowledge gap covers technology, job related capabilities, etc.**
- **The purpose of the site is to help close/bridge that gap.**
- **The gap hinders progress, getting our jobs done better, implement software and actually make them solutions, etc.**

Assumptions

- **The need for engineering, design, and facilities professionals to share information and collaborate in this time of intense downsizing is more important than ever**
- **But first, let's take a walk through the Foundation Knowledge Portal...**

Portal Tour & Demonstration

- **Context:** Virtual Problem Solving
- **Scenario:** “A facilities engineer needs an application for GIS-based environmental reporting. A consultant and vendor are eager to provide a solution. The facilities manager needs to make a decision....”

A Complex Problem


Pressure: Demand for Integrated Solutions and Knowledge Management

Decision Maker

Pressure: Technical & Operational needs of the Organization

- Where can the facilities manager turn to get the information necessary to make the right decision?
- FoundationKnowledge.com

A Guided Tour...



CADD/GIS TECHNOLOGY CENTER
FOUNDATION KNOWLEDGE
TECHNOLOGY PORTAL FOR FACILITIES MANAGEMENT


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Do you have information to share in the area of Installation Knowledge Management?

SUBMIT YOUR [FEEDBACK AND IDEAS](#)
-OR- [SUCCESS STORIES](#)
-OR-



Foundation Knowledge Defined

You may think it's a little strange to see a picture of the Roman Coliseum as an Icon for Foundation Knowledge. We think it's a good metaphor for describing the concept. Foundation Knowledge is special type of [Knowledge Management](#) concerned with collecting and distributing expertise in technology-based facilities management (FM). The collection of knowledge related to FM has stood for centuries, but has been slow to adapt new technology. Foundation Knowledge is the practice of applying technological tools to designing, building, operating, and maintaining today's facilities.

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Site Evolution

- **Migration to Web-Based Instruction**
- **Knowledge Management and its benefits to the FM Professional**
- **The Portal as a tool for Business Process Evolution**

History I

Philosophy—create a *knowledge management portal* with links to many others for infrastructure related information.

- **Started as a stand-up, 2-day course (Awareness Seminars)**
- **Seminar concept was to reduce the technology intimidation factor for managers and leaders**
- **Facilitate the use of this technology to improve resource management**

History II

- **Standup training is expensive and difficult to manage**
- **Evolved to web-based distance learning website**
- **As we worked with the customer the site became a to KM portal designed to be a collaboration tool with the awareness portion being a subset (or facilitator) for the whole portal**
- **Facilitate progression down KM path**

Why Knowledge Management?

- **KM captures the knowledge and hard work of many to increase the FM \$ bang for the buck**
- **It encourages the sharing of information**
- **It places IT in perspective and helps the manager take control of the process of resource management and change**

Portal Objectives I

- **What is the Technology (and KM)?**
- **How do you use it?**
- **How do you leverage it to do better things for your customers?**
- **Establish in the mind of customer, “what’s in it for them?”**
- **Reach out to new users who should be using technology.**

Portal Objectives II

- **Help facility managers understand what KM is**
- **Marry search engine with essential nature of CADD/GIS to KM**
- **Get the facility manager a “seat at the table”...transition CADD/GIS (and related technologies), as perceived by our customers, to the importance of this technology to KM**

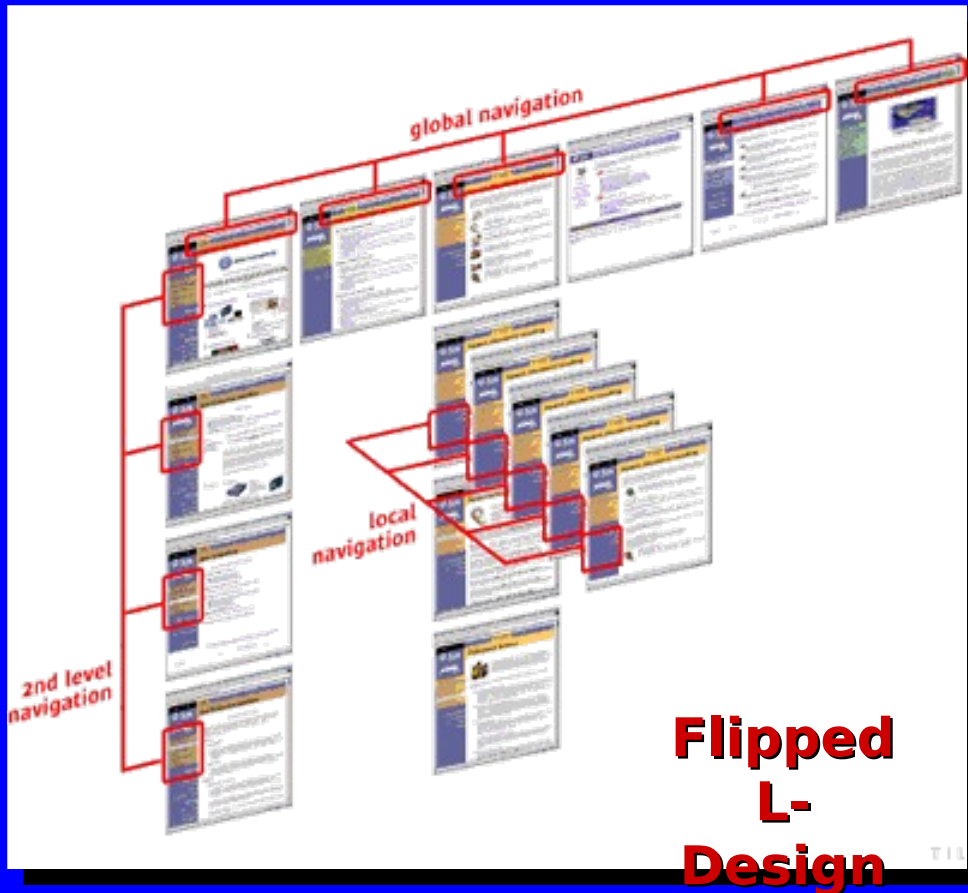
Portal Objectives III

- **Raise the level of understanding and expectations of end users to be able to do better work (distance learning) through leveraging these technologies as Knowledge Workers in a spatial environment**
- **Assist the engineering, design and facilities community retain and share critical information and knowledge held by key employees who will leave (retirements, etc.)**

Good Design

- **Learning principles**
- **Web usability**

Portal-Design



- Flipped L Design
- Encyclopedia Britannica
www.eb.com
- Layered Content
- Minimum Reading Area for Retention

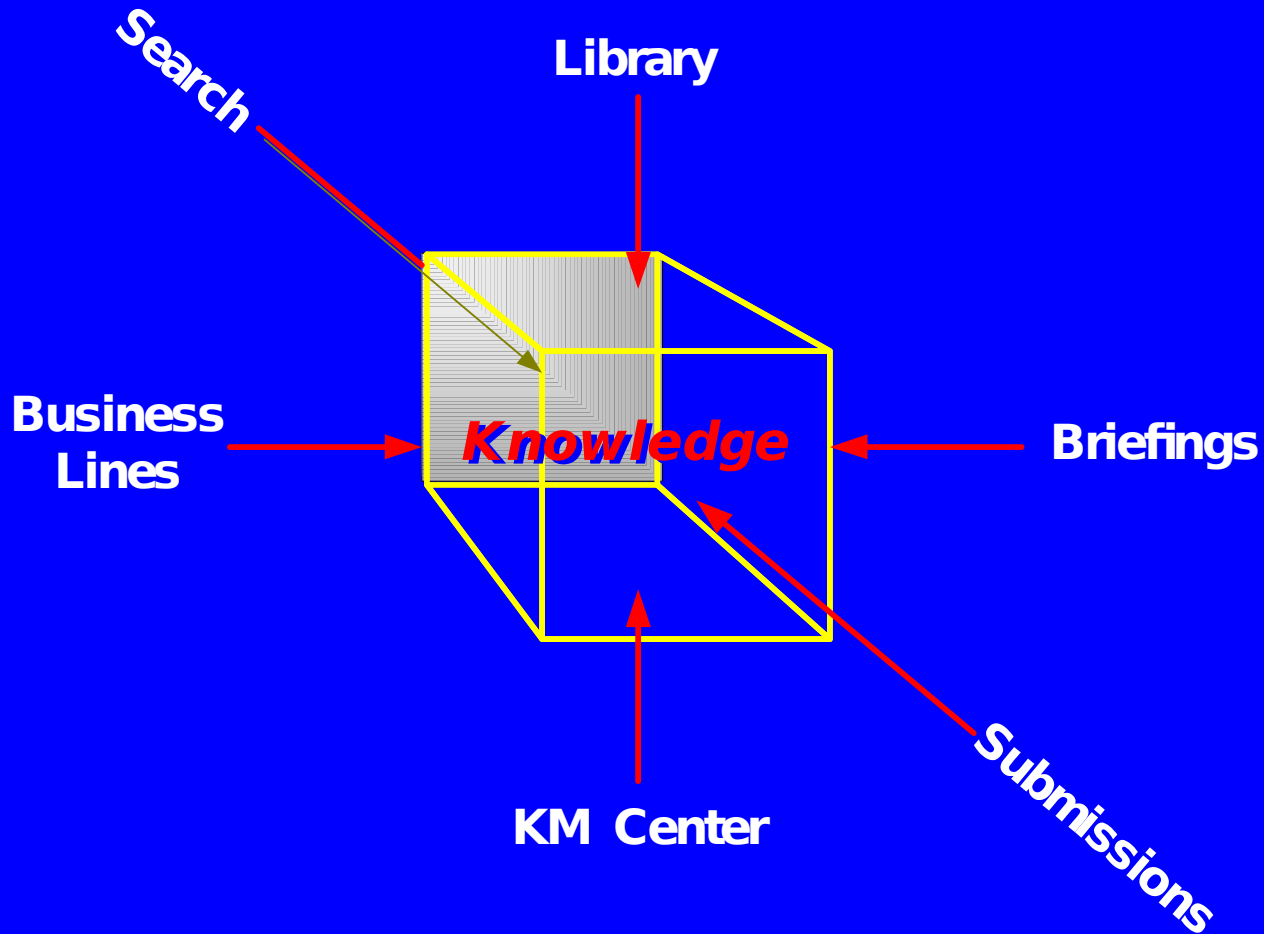
Learning principles

- 1. Set goals for each page**
- 2. Make learning interactive**
- 3. Design for user attention span**
- 4. Accept that reading online is different**
- 5. Use as much assessment as possible**

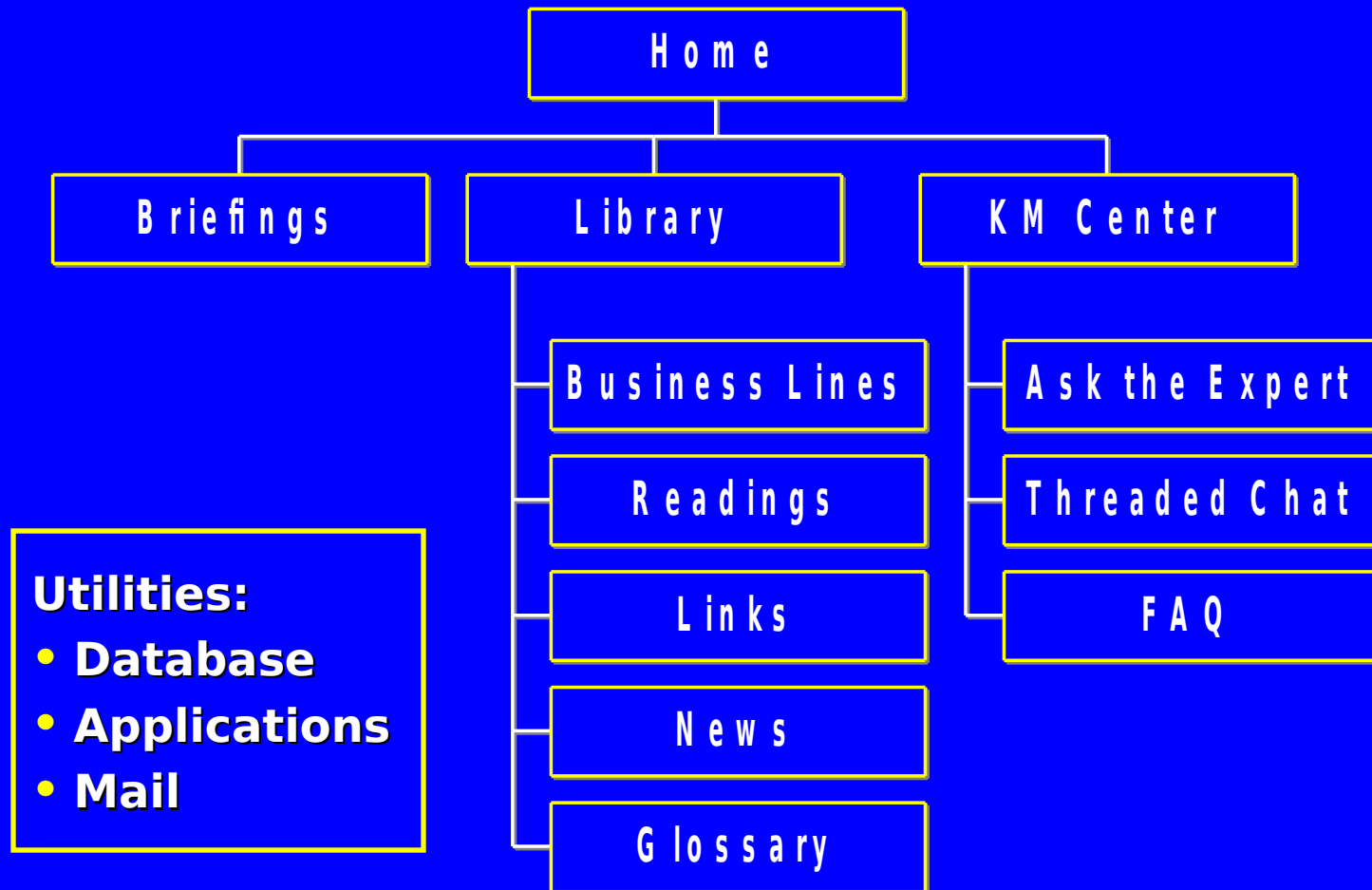
Web Usability

- 1. Goals**
- 2. Aesthetics and minimalism**
- 3. Minimize download time**
- 4. Intuitive navigation schemes**
- 5. Crisp page layout**
- 6. Content Integration**
- 7. URL naming convention**

Site Schematic



Site Schematic





CADD/GIS TECHNOLOGY CENTER

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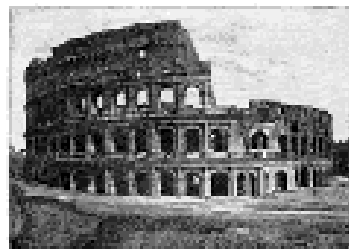
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area of
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Web-Based Instruction

- **Evidence of web-based teaching success**
- **Multimedia, wider audience**
- **Self-paced**
- **Dynamic**
- **Scalable**
- **Searchable**
- **Interactive (???????)**

Screen Shots

- **Representative screen shots for thorough site discussion**

The Portal as a tool for Business Process Evolution

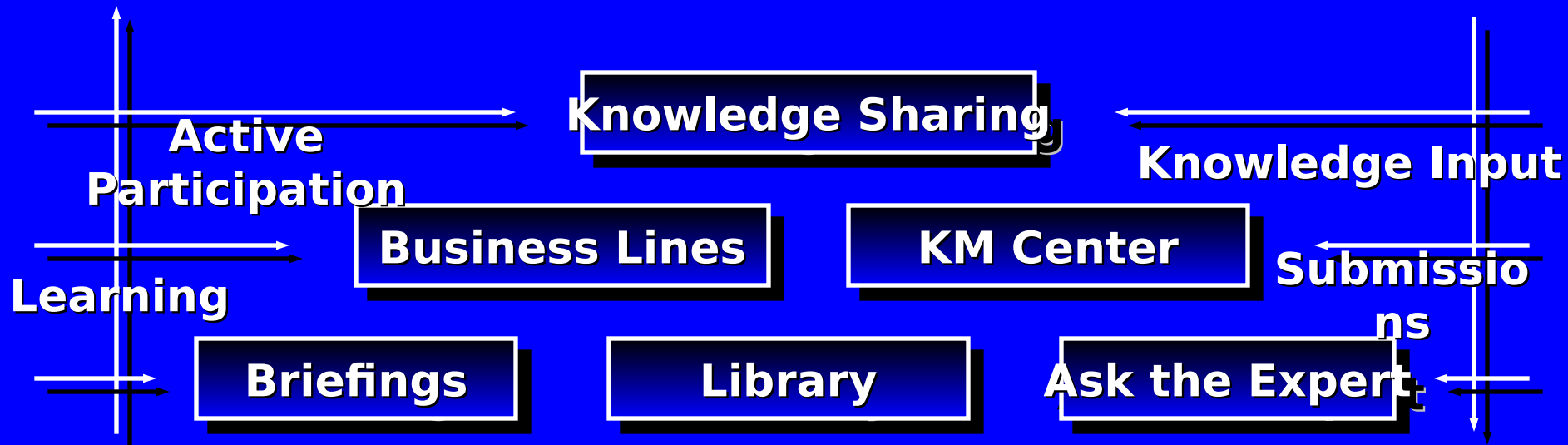
- **Support for CADD GIS Technology Center for facilities, infrastructure & environment programs**
- **Naval Facilities Engineering Command Engineering Center of Excellence**
- **Portal's KM Center to share with other services, agencies, and private sector professionals**

Layered Approach to Knowledge Access

Apply building block approach

Novice may come in and look at the briefings/library

More advanced collaboration/policy review



Essential Elements of KM

- ◆ People *Buyin & Support*
- ◆ Process *Business Interaction*
- ◆ Hardware *Distribution component*
- ◆ Data *Knowledge base*
- ◆ Software *Knowledge access*
- ◆ Information *The Creation of Knowledge*
- ◆ Communication *Synergy of Success*

E-NET Structure

- ◆ **Identify, maintain, leverage engineering expertise**
- ◆ **Provide access to functional expertise**
- ◆ **Network**
 - **Functional Capability Leaders (FCL)**
 - **Technical Discipline Leaders (TDL)**
 - **Technical Centers of Expertise (TCE)**

Core Competencies

Integrati

- OBJECT MANAGEMENT
- FINANCIAL MANAGEMENT
- CLIENT LIAISON
- CONSULTING
- CONTRACTING

Engineerin

- DESIGN
- CONSTRUCTION
- PUBLIC WORKS
- ENVIRONMENTAL
- CRANES
- RESEARCH & TECH DEV
- OCEAN ENGINEERING

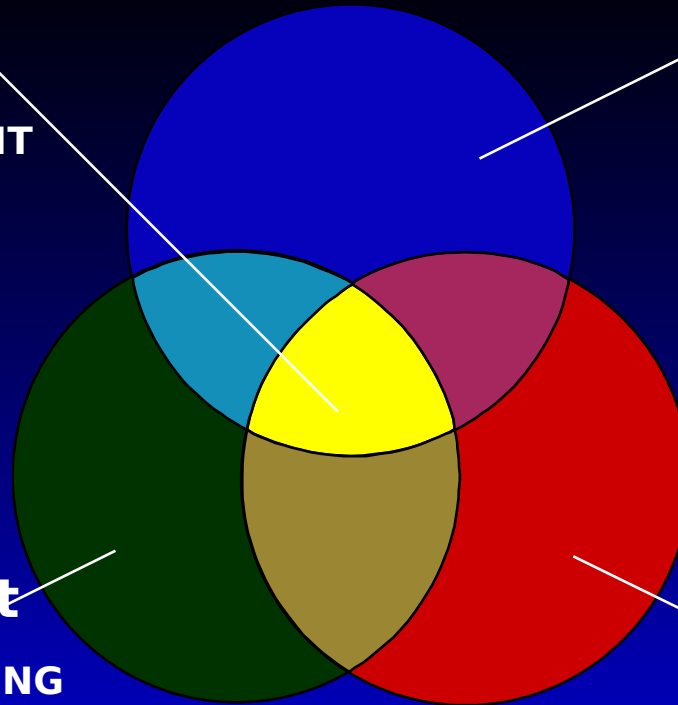
Base Development

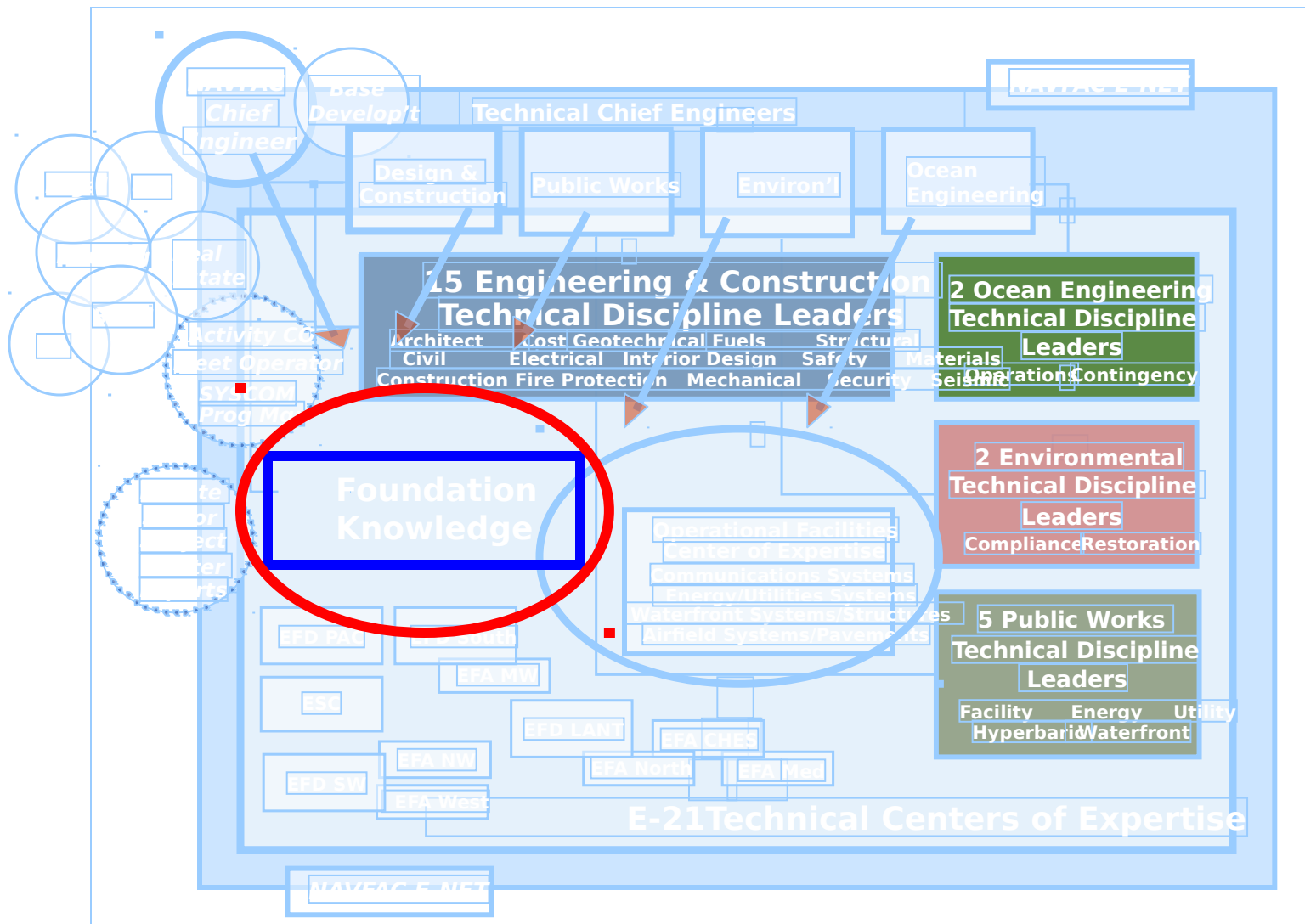
- GLOBAL ASHORE PLANNING
- REGIONAL PLANNING
- PROJECT DEVELOPMENT
- ENVIRONMENTAL PLANNING
- REAL ESTATE

Acquisiti

- CON
- ERN
- BRAC
- NAVY HOUSING
- SEABEE SUPPORT
- BASE OPERATIONS

SUPPORT





What's in it for you?

- **Leveraging your experience with others**
- **Accomplishing customer support more effectively**
- **Corporate & Individual Knowledge Sharing & retention**
- **Easy response to data calls**
- **Enhanced decision support**
- **Intrinsic marketing value**
- **Increased link w/operations**



Related Efforts

(From Dr. Moy's presentation May 22, 2000)

- ◆ **Comprehensive policy for CADD/GIS and Related Technologies**
- ◆ **Policy Development Roadmap**
- ◆ **Coordination efforts with Army, Air Force and Marine Corps**
- ◆ **KM Center of Expertise Working Group**
- ◆ **Electronic Design Deliverable Working Group**
- ◆ **Return on Investment Case Study (*PAX River*)**
- ◆ **Evaluation of GIS Best Practices (*BAH Study*)**

Portal Futures

- **Lessons Learned, Success Stories & Best Practices**
- **Document Access**
- **Corporate & Individual Knowledge**
 - **Group interaction - how to best achieve??**
- **Review & Assess Collaboration Tools**
- **Assess & understand collaboration needs & process**
- **Market Site**

Feedback

- **To the Participants - you are here at the symposium to learn and expand your knowledge -**
- **How many people do you know that would like to know more about these topics?**
- **How do we get them engaged?**
- **What do they need to do their jobs better?**

Feedback & Summary

- **What do you need to help you do your job better?**
- **How can the Portal help you?**
- **To expand the site we need:**
 - **Rich content - idea sharing**
 - **Success Stories featuring technology, best practices, lessons learned,**
 - **Ideas, readings, links, references, participation**

Close

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